

MAXIMUS Health Services, Inc.
Questions Submitted on January 9, 2015
Request for Proposal
Maryland Enrollment Broker

Question Number	RFP Page Number	RFP Section Reference Number	MAXIMUS Question	DHMH Response
1.	25	1.34	Can the State please provide historical information around the annual percentage increase seen in the MD required living wage rate?	Information on historical living wage rates in Maryland can be found on the following weblink: http://www.dlrr.state.md.us/labor/prev/livingwagehistory.shtml
2.	27	1.41.3	Does the .5% VSBE goal count towards the 29% overall MBE goal?	The VSBE goal does not count towards the 29% overall MBE goal.
3.	49	3.2.7.3	There is a list of equipment available to the winning vendor with the note that the contractor will be available for replacing the equipment as necessary. Will the contractor maintain possession/ownership of any replacement equipment? If not, and ownership for purchased equipment falls to the State, should estimates of replacement cost be captured in the numbers provided in Attachment F?	Any replacement equipment will become State property and the cost for it must be factored into the bid items on schedule F.
4.	54 & 63	3.2.7.12 & 3.6.3	In Item P of Section 3.2.7.12, it is specified that call center operations must be restored before twenty-four (24) hours and all remaining operations must resume within three (3) Business Days following a natural or manmade disaster. In Section 3.6.3, however, the service level metric for Disaster Recovery is specified as within 1 hour for call center operations and within 1 work day for all remaining critical operations. Can you please clarify which standard we are expected to meet for disaster recovery?	To clarify the expected standard for disaster recovery, call center operations must be restored before twenty four (24) hours and all remaining critical operations must resume within three (3) business days following a natural or manmade disaster. As a result, Section 3.6.3 – Service Level metric for Disaster Recovery will be amended.

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5.	167	Attachment U	Are there any standard Department-scheduled system maintenance periods?	At this time, there is no standard Department system maintenance periods scheduled.
6.	Q&A	MAXIMUS & Cognosante Q&A	In response to question 11 of the MAXIMUS list of questions, the call length including wrap up time is given as 6 minutes, 15 seconds. In response to question 8 of the Cognosante list of questions, the call length including wrap up time is given as 7 minutes (6 minutes talk time and 1 minute wrap). Please specify which call length is the correct call length, including wrap up time.	The average call length including wrap up is 6 minutes and 40 seconds. The response provided to Cognasante for average all length was 7 minutes which included 6 minutes talk time and 1 minute wrap up. The response was rounded up to 7 minutes which included both talk time and wrap up.